

We are writing to tell you about a possible change in your ability to use UNC Health's provider network as a UnitedHealthcare member. UNC Health continues to work toward a new agreement with UnitedHealthcare. However, UnitedHealthcare is not negotiating in good faith.

If we don't reach a new and fair agreement, all UnitedHealthcare plans except Medicaid will be considered out of network beginning April 1, 2024. This does not affect care at UNC Health Appalachian, UNC Health Blue Ridge, UNC Health Southeastern, or Prime Surgical Suites.

**We wanted to give you this information now so you can consider other plans that offer in-network access to UNC Health during this year's open enrollment season.**

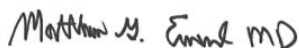
UNC Health is a not-for-profit health system serving patients across North Carolina and the Southeast. Just like families throughout North Carolina, we are experiencing increases in our costs. Inflation is driving up labor and supply expenses, which affects our ability to deliver quality care to patients like you. Also, we understand that UnitedHealthcare improperly denies claims and causes unnecessary delays in patient care. This can negatively affect your well-being.

UNC Health leaders will continue to negotiate a new contract with UnitedHealthcare that addresses these concerns. We still hope to reach an agreement that benefits everyone. In addition to exploring other plans that offer in-network access, you can take these steps to protect your access to in-network care with UNC Health:

- **Call UnitedHealthcare.** Use the number on the back of your insurance card to call and tell them how important it is to have in-network access to UNC Health.
- **If applicable, contact your broker.** If you have a Medicare Advantage or Individual plan, ask your broker about coverage options that will allow you to maintain in-network access to UNC Health and its providers.
- **Talk to your HR or benefits manager at work.** If your employer provides your coverage, ask your Human Resources or benefits manager about other options to maintain your in-network access to UNC Health facilities and providers.
- **Apply for Continuity of Care.** Patients who are pregnant or getting active treatment for a chronic condition may qualify for extended in-network access through UnitedHealthcare. If you think you may qualify, call the number on the back of your insurance card.

We understand that disruptions in your access to healthcare are frustrating. We will do our best to keep you updated. For additional information, please call 1-833-917-1224, email [unhealthfornc@unhealth.unc.edu](mailto:unhealthfornc@unhealth.unc.edu), or visit [UNHealthforNC.com](http://UNHealthforNC.com). Thank you for trusting UNC Health with your healthcare needs.

Sincerely,



Matthew G. Ewend, MD  
Chief Clinical Officer, UNC Health  
President, UNC Physicians

